

FIG. 1

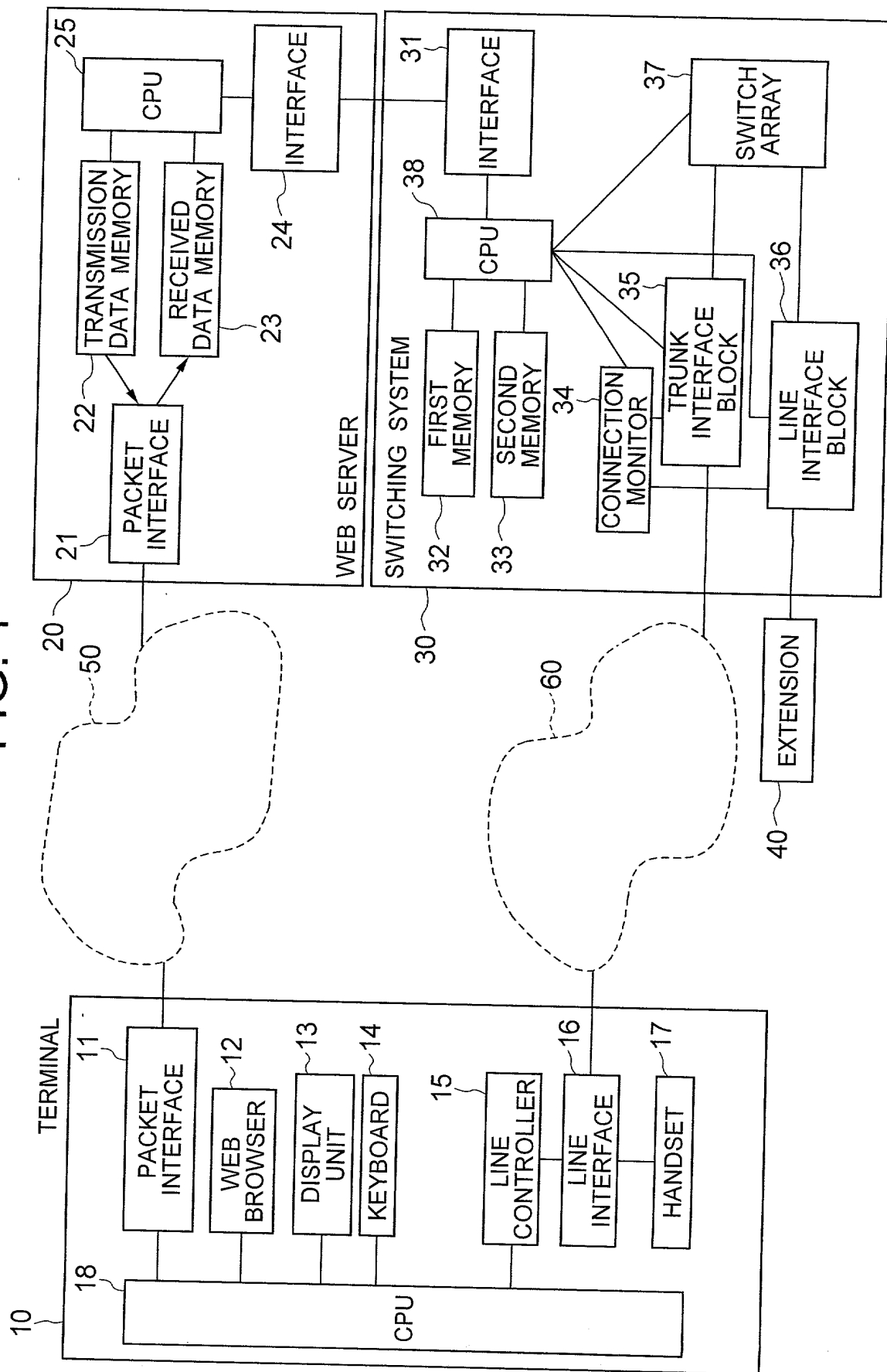


FIG. 2

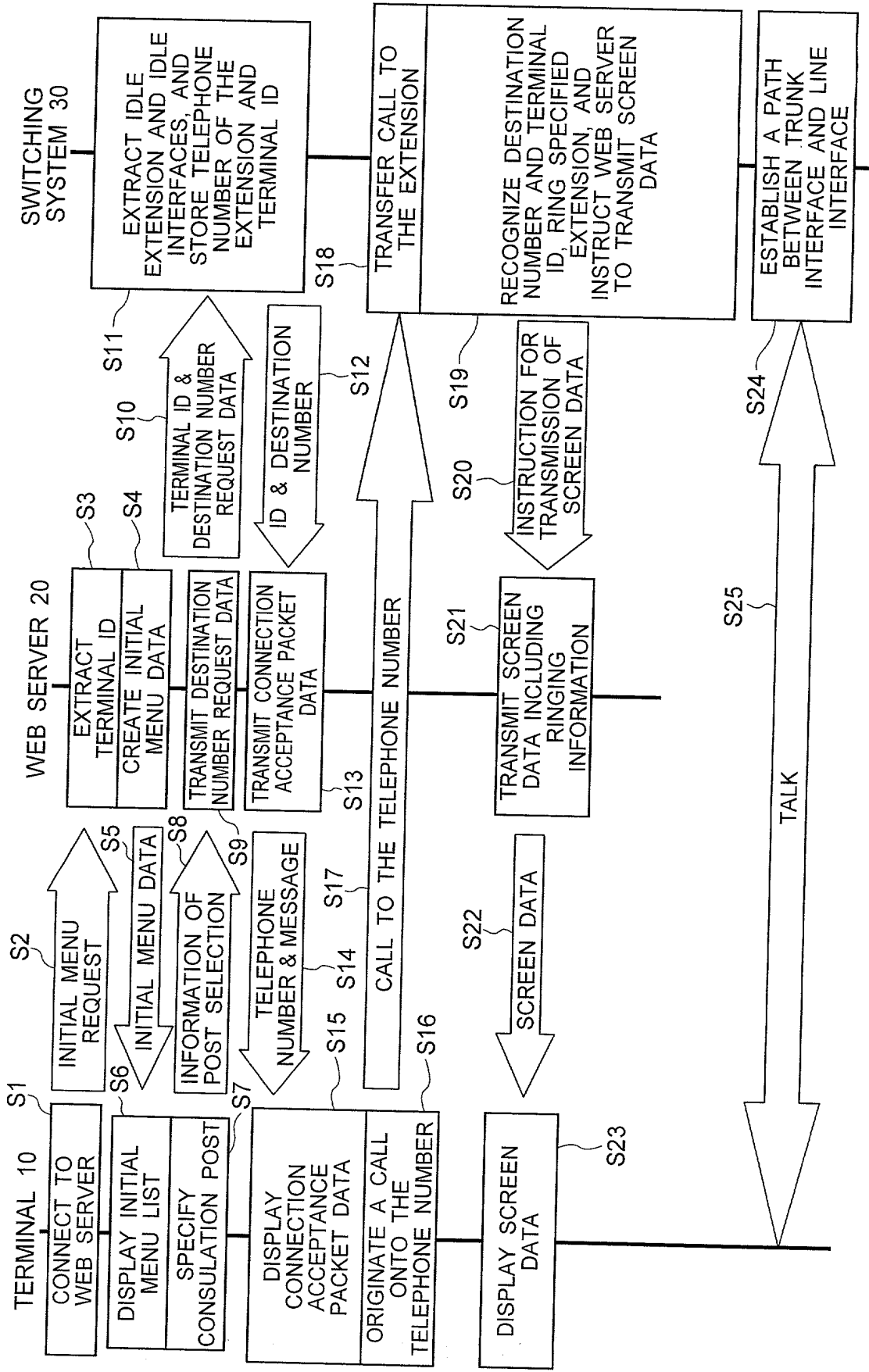


FIG. 3A

INITIAL SCREEN

[XXX AUTO. INSURANCE WEB ATTENDANT]

THANK YOU FOR CALLING  
"PLEASE SELECT ONE OF FOLLOWING MENUS"

- ① CONSULTATION POST
- ② CONTENTS OF CONTRACT
- ③ RECEIPT OF ACCIDENT

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<HTML><HEAD>
<TITLE>[XXX AUTO. INSURANCE WEB ATTENDANT] </TITLE></HEAD>
<BODY>
<P><DIV ALIGN = CENTER> THANK YOU FOR CALLING <BR>
<P><DIV ALIGN = CENTER> PLEASE SELECT ONE OF FOLLOWIN MENES
&#63879<A HREF p1 html ACCESSKEY = 1>CONSULTATION POST </A><BR>
&#63880<A HREF p2 html ACCESSKEY = 2>CONTENTS OF CONTRACT </A><BR>
&#63881<A HREF p3 html ACCESSKEY = 3>RECEIPT OF ACCIDENT
```

FIG. 3B

CONNECTION ACCEPTANCE SCREEN

[XXX AUTO. INSURANCE WEB ATTENDANT]

TELEPHONE NUMBER OF CONSULTATION POST  
0471-XX-XXXX

DO YOU CONNECT ?

☐ YES

☐ NO

FIG. 3C

[XXX AUTO. INSURANCE WEB ATTENDANT]

"CALLING ONTO CONSULTATION POST."  
PLEASE WAIT IN A TELEPHONE MODE